



UPDATED SYSTEM SUPPORT AND ACQUISITION PLAN

June 28, 2005

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FHA Subsidiary Ledger System
(Attachment 29)

Office of Housing
Federal Housing Administration

U.S. Department of Housing and Urban Development

accenture

Revision Sheet

Release No.	Date	Revision Description
Rev. 0	2/12/2002	Original outline created
Rev. 1	2/21/2002	Original version released
Rev. 2	2/28/2002	Updated CPU specification, storage amounts, section headings, table of contents
Rev. 3	3/31/2002	Updated to reflect project changes
Rev. 4	6/30/2002	Updated to reflect the addition of the Section 601 implementation and changes in FHASL needs.
Rev. 5	9/30/2002	Updated to reflect project changes and forecasts of FY03 needs.
Rev. 6	12/31/2002	Updated to reflect project changes and forecasts of FY03 needs; restructured to reflect that the majority of the hardware/software has been purchased.
Rev. 7	01/31/2003	Updated to reflect project needs and requirements based on Instance requirement discussions.
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Rev. 20	6.21/2005	Updated to reflect current needs.

TABLE OF CONTENTS

	<u>Page #</u>
1.0 GENERAL INFORMATION.....	1-1
1.0 GENERAL INFORMATION	1-1
1.1 Purpose.....	1-1
1.2 Scope.....	1-1
1.3 System Overview.....	1-2
1.4 Project References.....	1-2
1.5 Terms and Abbreviations.....	1-3
1.6 Points of Contact	1-4
1.6.1 Information	1-4
1.6.2 Coordination	1-5
2.0 ACQUISITION ACTIVITIES	1
2.0 ACQUISITION ACTIVITIES	2-1
2.1 Overall Timeframe.....	2-1
2.2 Environment Explanation.....	2-1
2.3 Development Approach	2-2
2.3.1 General	2-2
2.3.2 PeopleSoft Financials (FIN) 8.8.....	2-2
2.3.3 Revenue Management (RM) 8.9	2-3
2.3.4 Customer Relation Management (CRM) 8.9.....	2-3
2.3.5 Enterprise Portal (EP) 8.8.....	2-3
2.4 Acquired Software Licenses	2-3
2.5 Project Environments	2-6
2.5.1 General	2-6
2.5.2 PeopleSoft 7.5.....	2-6
2.5.3 PeopleSoft 8.4.....	2-6
2.5.4 PeopleSoft/Oracle Database Environments.....	2-6
2.6 Resource Requirements	2-8
2.6.1 Hardware	2-9
2.6.1.1 UNIX Servers	2-9
2.6.1.2 Windows File Servers.....	2-9
2.6.1.3 Web Servers.....	2-10
2.6.2 Software.....	2-10
2.6.3 Other Resources.....	2-10
2.7 Acquisition Needs	2-11
2.7.1 Hardware	2-11
2.7.1.1 UNIX Servers	2-11
2.7.1.2 Windows File Servers.....	2-11
2.7.1.3 Web Servers.....	2-11
2.7.2 Software.....	2-11

2.7.3	Other Resources.....	2-11
2.8	<i>Acquisition Dependencies and Impacts.....</i>	<i>2-12</i>
3.0	SUPPORT ACTIVITIES	3-2
3.1	<i>Technical Infrastructure Support</i>	<i>3-2</i>
3.2	<i>PeopleSoft Infrastructure Support.....</i>	<i>3-2</i>
3.3	<i>Production Support</i>	<i>3-2</i>

1.0 GENERAL INFORMATION

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The Department of Housing and Urban Development (HUD) Federal Housing Administration (FHA) currently requires manual intensive processes to work around system weaknesses and to provide financial information in compliance with federal regulations. In support of the *HUD 2020 Management Reform Plan – Integrate Financial Management Systems (Reform No. 2)*, the FHA Office of the Comptroller seeks to:

- Improve FHA’s financial management system and funds control processes
- Comply with federal guidelines and legislation
- Address material weaknesses
- Continue to obtain unqualified financial statement audit opinions
- Adhere to HUD’s systems modernization plan and related initiatives
- Improve overall financial management operations

1.1 Purpose

The *FHA Subsidiary Ledger System Support and Acquisition Plan* addresses necessary project support and acquisition activities such as acquisition of operating system hardware, supporting software packages, services of the vendors who will provide and maintain these tools, and contractor support in the configuration, testing, and maintenance of all PeopleSoft modules licensed for the FHASL project.

1.2 Scope

The *FHA Subsidiary Ledger System Support and Acquisition Plan* addresses the system support and acquisition activities for the overall FHA Subsidiary Ledger project, with particular emphasis on the Commercial Off-the-Shelf (COTS) General Ledger (GL) implementation during the Build, Evaluate, and Operate phases of the implementation. The document defines the process to obtain the hardware, software and services required by the project activities.

FHA will also use the hardware and software acquired for the Build phase of the implementation during the later phases of the Subsidiary Ledger project. Additional hardware, software, and services required in later phases of the project will be addressed in those phases.

1.3 System Overview

The following table provides the requisite system information for the project.

Responsible organization	Federal Housing Administration
System name or title	FHA Subsidiary Ledger
System code	HSG-CO-022-P013
PCAS Number	00410350
System Category	Major financial application
Operational status	Production, with ongoing development and upgrade efforts
Users	FHA staff members
System Input	FHA accounting, budget, accounts payable, accounts receivable transactions and related information
System Output	Subsidiary general ledger and associated trial balance, financial management and regulatory reports, summarized transactions for input to HUDCAPS
Interaction With Other Systems	The system may transmit data to and receive data from the approximately 20 FHA program systems; several FHA administrative systems including CSCS and CCARS; and a few HUD financial systems including PAS, LOCCS, HPS, and HUDCAPS.

1.4 Project References

The team used these references to prepare the *System Support and Acquisition Plan*.

Document	Date
OMB Circular No. A-127, Financial Management Systems	September 12, 1999
HUD Enterprise Architecture Policy	October 25, 1999
Federal Housing Administration, Office of the Comptroller, FHA Vision of Financial Management	February 29, 2000
OMB Circular No. A-130, Management of Federal Information Resources	November 28, 2000
FHA Subsidiary Ledger Master Project Plan	January 17, 2001
FHA Subsidiary Ledger Phase II Project Plan	January 17, 2001
FHA Subsidiary Ledger System Security and Privacy Plan	January 17, 2001
FHA Subsidiary Ledger Configuration Management Plan	January 17, 2001

Document	Date
FHA Subsidiary Ledger Instance Requirements Document	February 14, 2003

1.5 Terms and Abbreviations

The following table lists the acronyms and abbreviations used in this document.

Acronym/ Abbreviation	Definition
CA	Computer Associate
CCARS	Cash Control Accounting And Reporting System
CFO	Chief Financial Officer
CIO	Chief Information Officer
COBIT	Control Objectives for Information and Related Technology
COTS	Commercial off-the-shelf
CPO	Chief Procurement Officer
CPU	Central Processing Unit
CSCS	Credit Subsidy Control System
CSOMG	Computer Services, Operations and Maintenance Group
DEPCON	Distributed Enterprise Print Controller
FHA	Federal Housing Administration
FHASL	Federal Housing Administration Subsidiary Ledger
FTR	Financial Transaction Repository
GB	Gigabyte (One Thousand Megabytes)
GL	General ledger
HIIPS	HUD Integrated Information Processing Service
HPS	HUD Procurement System
HUD	U.S. Department of Housing and Urban Development
HUDCAPS	HUD Central Accounting and Program System
HUD IT	HUD Information Technology Branch
HTC	HUD Test Center
KB	Kilobyte (One Thousand Bytes of data)
LOCCS	Line of Credit Characteristics System
MB	Megabyte (One Thousand Kilobytes)
OCFO	Office of the Chief Financial Officer
OCIO	Office of the Chief Information Officer

Acronym/ Abbreviation	Definition
OCPO	Office of the Chief Procurement Officer
OIG	Office of Inspector General
OIT	Office of Information Technology
OMB	Office of Management and Budget
PAS	Program Accounting System
PIA	PeopleSoft TM Internet Architecture
PS	PeopleSoft TM
QA	Quality assurance
QAP	Quality Assurance Plan
RAM	Random Access Memory
SDM	System Development Methodology
TBD	To Be Determined
TIB	Technical Investment Board

1.6 Points of Contact

The following sections provide a listing of contacts for additional information regarding this document and the overall project, as well as a listing of departmental organizations and their contacts that provide support and guidance related to this project.

1.6.1 Information

This table provides a list of organizational points of contact that may be needed by the document user for informational and troubleshooting purposes. All contacts are located at 451 Seventh Street, SW, Washington, DC, 20410, unless otherwise noted.

Type of Contact	Name	Dept	Telephone	Email
Project Sponsor	Keith Cole	FHA	X2730	Keith_A._Cole@hud.gov Room 5136
Project Director	Ron Crupi	FHA	X3371	Ronald_E._Crupi@hud.gov Room 9206
Project Leader	Bill Fuentesvilla	FHA	X2344	William_F._Fuentesvilla@hud.gov Room 2135

1.6.2 Coordination

The following table provides a list of organizations that require coordination between the project and its specific support function.

Type of Contact	Contact Name	Department	Telephone	Email/Address
OCFO	Gail Dise	OCFO	X3749	Gail_B._Dise@hud.gov Room 3208
OCFO	Keith Zahner	OCFO	X3752	<u>Keith C. Zahner@hud.gov</u> Room 3204
OCIO	Paul Theisen	OCIO	X7614	<u>Paul E. Theisen@hud.gov</u> Room 2250
OIG	Ben Hsiao	OIG	(202) 708-3444 X149	<u>Benjamin K. Hsiao@hud.gov</u> Room P8172
OIT	Mike Milazzo	CSOMG	X6098	Mike_Milazzo@hud.gov Room 4164
OIT – Infrastructure	Sam Brodie	CSOMG	X6128	Sam_Brodie@hud.gov Room 4170
OIT – Infrastructure	Homa Zarrinnahad	CSOMG	X6160	Homa_M._ Zarrinnahad@hud.gov Room 4268
Procurement	Daryl Shall	OCPO	X7153	Daryl_Shall@hud.gov Room 5266
ADP Security	John Smith	OCIO	X6006	<u>John W. Smith@hud.gov</u> Room 4180
Data Quality	Helen Kelley	OCIO	(202) 708-5221 X157	<u>Helen M. Kelley@hud.gov</u> Room P8001
Enterprise Architecture	Garrett Coleman	OCIO	(202) 708-5221 X191	<u>Garrett V. Coleman@hud.gov</u> Room P8001

2.0 ACQUISITION ACTIVITIES

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Technical infrastructure requires separate environments for different parts of the development lifecycle to make sure that test results are independent of interactions and to facilitate rapid implementation. This section outlines the requirements, activities and associated timeframes that require assistance from support organizations for each project phase.

2.1 Overall Timeframe

The overall project timeframe and associated acquisition milestones for the FHA Subsidiary Ledger project (FHASL) and its subordinate project parts are depicted here (task start and end dates are approximations):

	Estimated Start Date	Estimated Completion	Status
PeopleSoft Financials 8.8 Patch/Update	July 2004	February 2005	Completed
Revenue Management Development	November 2004	April 2005	In Progress
Revenue Management Parallel	July 2005	December 2005	Not Started
Revenue Management Live	October 2005	October 2005	Development still in Progress
Revenue Management Patch/Update	January 2006	Program Conclusion	Not Started

2.2 Environment Explanation

The PeopleSoft environments are segmented by different application type. FHASL has licensed PeopleSoft Financials, Revenue Management, Customer Relationship Management, and Enterprise Portal. The FHASL project is currently standardized on PeopleTools 8.45.

2.3 Development Approach

The following sub-sections describe assumptions about the development approach that the computing resources will support. These assumptions are essential to creating a valid description of resource requirements.

2.3.1 General

The migration path for the ongoing development approach continues to be the same basic path as FHASL currently uses. The basic environment path is:

Patch → Demo → Development → Configuration → VVT → UAT → Gold → Production.

Other environments will be created as spin-offs of these primary environments. These environments are not part of the direct migration path into production. For example, the following instances have been created as spin-offs in the prior development efforts: sandbox, parallel pilot, parallel pilot "B", HUD testing center, etc. Changes and modifications may be made by developers in these subsidiary environments to test or develop various modifications or approaches. Changes in these subsidiary environments will be implemented in a development environment in order for the changes to enter the primary migration path.

The UNIX file server machines will continue to utilize the Sun Solaris 8 (64-bit) platform.

The developers will continue to need 2-tier (direct database) access for database queries and other activities. To facilitate these functions, developers will continue to need Oracle connectivity software installed on their workstations and Oracle user IDs for database access in selected environments.

2.3.2 PeopleSoft Financials (FIN) 8.8

Routine patch/fix application will resume subsequent to the Financials 8.8 go-live, following the normal release management process.

Production-like mainframe file transfer capabilities (TANTIA) are required for the Production and Test servers. All other environments (i.e., those on the development machine) utilize alternate file transfer methods, although EDS has indicated they will provide high-speed mainframe transfer capabilities on their

EMC hardware once the data center transition from Lockheed Martin to EDS is complete in May.

All of the PeopleSoft related instances use Oracle 9.0.2.4 databases (64-bit), and PeopleTools 8.45. There are no longer any Oracle 8 databases. All of the PeopleSoft applications use BEA's Weblogic 8.1 SP2 (the PeopleSoft-delivered web server product) for all PeopleSoft web servers.

The web servers remain co-located on the same physical machines as the application and database machines at initial set-up. The web servers and application servers may be moved onto separate machines as demand dictates and as these machines become available.

No new application software programs or third-party development tools will be required to support Financials 8.8 beyond those that were required for Financials 7.5 and 8.4.

2.3.3 Revenue Management (RM) 8.9

Revenue Management (RM) is a new PeopleSoft module that was acquired in late 2004. This module will begin parallel operations April 1, 2005 with a live date of October 1, 2005. Data requirements are still being determined at this time.

2.3.4 Customer Relation Management (CRM) 8.9

Customer Relationship Management (CRM) is a new PeopleSoft module that was acquired in late 2004. This module will begin parallel operations April 1, 2005 with a live date of October 1, 2005. Data requirements are still being determined at this time.

2.3.5 Enterprise Portal (EP) 8.8

Enterprise Portal (EP) is a new PeopleSoft module that was acquired in late 2004. Application and data requirements are still being determined at this time. Basic Portal will be brought up to "integrate" the other PeopleSoft applications of RM and FIN until requirements are determined.

2.4 Acquired Software Licenses

The following table provides a list of all of the software acquired for the FHASL project since the project began.

Single site support is included as part of maintenance. Maintenance services are available at additional site(s) at an additional fee per site.

Software Name	Description	Status
PeopleSoft Financials (FMS)	The following modules are licensed by FHASL: <ul style="list-style-type: none"> • Accounts Payable • Contracts • Accts Receivable • General Ledger • Project Costing • Billing • EPROCUREMENT • Purchasing 	Live.
Enterprise Performance Management (EPM)	The following modules are licensed by FHASL: <ul style="list-style-type: none"> • Workforce Scorecard • Workforce Rewards • Workforce Planning • Enterprise Scorecard • HRMS Warehouse 	Live.
PeopleSoft Customer Relationship Management (CRM)	The following modules are licensed by FHASL: <ul style="list-style-type: none"> • Support • CTI Integration • Policy & Claims Presntmnt • HelpDesk - Empl Self Serv • HelpDesk for HR 	Under Installation.
PeopleSoft Revenue Management (RMS)	The following modules are licensed by FHASL: <ul style="list-style-type: none"> • Revenue Mgt Platform • Revenue Mgt Credit/Collec • Revenue Mgt Pymt Process • Revenue Mgt Billing • Revenue Mgt Rating & Calc • Revenue Mgt Self-Service 	Under Installation.
PeopleSoft Portal (PORTAL)	The following modules are licensed by FHASL: <ul style="list-style-type: none"> • Enterprise Portal 	Under Installation.
PeopleTools	PeopleSoft Development and Technical operating environment. Restricted use license of PeopleTools, which allows the Department of Housing and Urban Development to use PeopleTools solely in	Live.

Software Name	Description	Status
	conjunction with the licensed PeopleSoft applications, thereby enabling the Department of Housing and Urban Development to customize and enhance the licensed PeopleSoft applications but specifically precludes the Department of Housing and Urban Development from using PeopleTools to build completely new applications (i.e. Asset Management, etc.).	
- BEA Weblogic	Custom version of Weblogic delivered with PeopleSoft PeopleTools.	Live.
- BEA Tuxedo	Custom version of Tuxedo delivered with PeopleSoft PeopleTools.	Live.
- SQR	Unlimited workstation access in the Department of Housing and Urban Development; Unlimited servers within the Department of Housing and Urban Development; Unlimited Server SQR for use within HUD.	
- Crystal Reports	Custom version of Crystal Reports delivered with PeopleSoft PeopleTools. Unlimited workstation access in the Department of Housing and Urban Development; Unlimited servers within the Department of Housing and Urban Development.	Live.
- Nvision	PeopleSoft Excel Reporting System	Live.
- COBOL COMPILER	PC/NT COBOL Compiler	Discontinued.
- PBAM	PeopleSoft Business Analytics Management	Not in Use.
- Server Express	MicroFocus Cobol Compiler used to compile COTS COBOL code delivered with all PeopleSoft modules. (25 Seats)	Live.
Quest	Vendor.	
- Foglight	PeopleSoft Specific Performance Management Tool.	Live.
- Spotlight	Quest Application Performance Management Tool.	Live.
- Stat	PeopleSoft Specific Change Management Tool.	Live.
-Quest Central	DBA Tool for Oracle SQL.	Live.
Oracle Enterprise Database	Oracle Enterprise-Wide Relational Database Management System.	Live.

Software Name	Description	Status
Tantia	Hi-Speed Mainframe –to- UNIX Conversion Tool/	Active
Windows 2000	Operating system for NT servers	Live.
Sun Solaris	Operating system for servers	Active
Convoy	Conversion Tool	Discontinued by project.
CA Autosys	Job Scheduler	Live.
Hummingbird	X-windows terminal emulation software.	Live.
SSH Client	Windows client communication Software	Live.
- Autosys PeopleSoft Adapter	PeopleSoft Add-Ins for Autosys	Live.
On-Demand	User Help Tool	Under Installation.

2.5 Project Environments

The following sub-sections describe assumptions about the various environments that the computing resources will be required to support. These assumptions are essential to creating a valid description of resource requirements.

2.5.1 General

Only one version of PeopleSoft will be “live” in production at any time. For the purpose of this document the term “live” means in usage for daily transaction activity.

2.5.2 PeopleSoft 7.5

PeopleSoft 7.5 exists now only on tape.

2.5.3 PeopleSoft 8.4

PeopleSoft 8.4 exists now only on tape.

2.5.4 PeopleSoft/Oracle Database Environments

The following Oracle 9.2.0.4 Database environments are required:

Database Server	Environment Purpose	PeopleSoft Module	Instance Name	Ram (MB)	Disk (GB)
Hwvauad010	Demonstration	FIN	F88DMO	500	15
		RM	R89DMO	250	2.5
		EP	P88DMO	100	2.5

Database Server	Environment Purpose	PeopleSoft Module	Instance Name	Ram (MB)	Disk (GB)
		CRM	C89DMO	100	5
	Patched Demo	FIN	F88PDM	500	15
	DBA Test	FIN	F88DBA	500	50
	Development	FIN	F88DEV	500	50
		RM	R89DEV	250	10
		EP	P88DEV	100	10
		CRM	C89DEV	100	5
	Administration	FIN	F88ADM	250	15
		EP	P88ADM	250	15
	String Test 1	FIN	F88ST1	500	50
		RM	R89ST1	250	10
		CRM	C89ST1	100	10
	Stat Development	ALL	S50DEV	100	10
	Stat Staging	ALL	S50STG	100	10
	Prototype	FIN	F88PTT	250	50
		RM	R89PTT	250	10
		CRM	C89PTT	100	15
			TOTAL	5,050	260
Hwvauat011	Sandbox	FIN	F88SBX	2,000	75
		RM	R89SBX	1,000	10
	Validation/Verification	FIN	F88VVT	2,000	100
		RM	R89VVT	1,000	50
	User Acceptance	FIN	F88UAT	2,000	100
		RM	R89UAT	1,000	50
	Patch Testing	FIN	F88PAT	2,000	75

Database Server	Environment Purpose	PeopleSoft Module	Instance Name	Ram (MB)	Disk (GB)
	Stat Gold Master	FIN	F88GLD	100	40
		RM	R89GLD	100	5
	Patch Master	FIN	F88UPG	250	40
	Final F84PRO	FIN	F84PRF	250	75
			TOTAL	11,700	620
Hwvauat015	UNASSIGNED	N/A	N/A		
Fhasdev	Configuration	FIN	F88CFG	250	50
		RM	R89CFG	250	10
		CRM	C89CFG	100	5
	Training	FIN	F88TRN1	250	50
		FIN	F88TRN2	250	50
		FIN	F88TRN3	250	50
			TOTAL	1,350	215
Fhastest	Design	FIN	F88DSN	250	50
		RM	R89DSN	250	10
		CRM	C89DSN	250	15
	Performance	FIN	F88PRF	2,000	100
			TOTAL	2,750	175
Fhasrpt		FIN	F88ARC	250	100
		FIN	F88SUP	2,000	100
		FIN	F88HTC	1,000	100
			TOTAL	3,250	300
Fhaspro	Production	FIN	F88PRO	4,000	100

2.6 Resource Requirements

The following sub-sections describe computing and other resource requirements for the various environments that are described above.

2.6.1 Hardware

2.6.1.1 UNIX SERVERS

This table describes the current available hardware and the individual capacity.

Server Name	CPU(s)	RAM	File System(s)	Total Disk
Fhasdev	6 x 400 Mhz Sparc II	12 GB	/data/u01 – 500 GB	600 GB
			/data/u02 – 100 GB	
Fhastest	6 x 400 Mhz Sparc II	16 GB	/data/u01 – 400 GB	1,055 GB
			/data/u02 – 555 GB	
			/data/u03 – 100 GB	
Hwvauad010	8 x 1.2 Ghz UltraSparc III	64 GB	/data/u01 – 370 GB	1,055 GB
			/data/u02 – 210 GB	
			/data/u03 – 475 GB	
Hwvauat011	4 x 1.2 Ghz UltraSparc III	32 GB	/data/u01 – 265 GB	1,110 GB
			/data/u02 – 265 GB	
			/data/u03 – 580 GB	
Hwvauat015	4 x 1.2 Ghz UltraSparc III	32 GB	/data/u01 – 265 GB	200 GB
Fhasrpt	10 x 400 Mhz Sparc II	12 GB	/data/u01 – 115 GB	555 GB
			/data/u02 – 140 GB	
			/data/u03 – 250 GB	
			/data/u04 – 50 GB	
Fhaspro	12 x 400 Mhz Sparc II	12 GB	/data/u01 – 350 GB	600 GB
			/data/u02 – 250 GB	
			Total Disk:	5,175 GB

2.6.1.2 WINDOWS FILE SERVERS

FHASL currently has two dedicated Windows 2000 servers. The following table describes the server and hardware configuration.

Server Name	Processors	Disk	Tasks
HLANNAP002	4 x 700 Mhz	4 x 36 GB ~ 100 GB	Development NT Servers
HLANNAP006	4 x 700 Mhz	4 x 36 GB ~ 100 GB	Production NT Server

2.6.1.3 WEB SERVERS

The FHASL project may need to acquire web servers to support the PIA. These details will be forthcoming if subsequent web servers are needed. This table describes the environments that will need web server hosts if web servers are added. The production environment web server currently resides on the FHASPRO machine, however, additional space may need to be allocated for environments that support development and testing efforts. The priority of each web server in the table below is based on projected web server usage and CM requirements. The web servers on the migration path are expected to incur high usage amounts and are consequently ranked as the number 1 priority. The other environments are ranked as having either a normal or a low usage rate.

2.6.2 Software

This table describes the software that is required for each server or machine.

Server	AutoSys	Foglight	Tantia	COBOL Compiler	Oracle	STAT
Hwvauad010	Y	Y	N	Y	9.2.0.6	Y
Hwvauat011	Y	Y	N	Y	9.2.0.6	Y
Hwvauat015	N	N	N	N	9.2.0.4	N
Fhasdev	Y	Y	N	Y	9.2.0.6	Y
Fhastest	Y	Y	Y	Y	9.2.0.6	Y
Fhasrpt	Y	Y	Y	Y	9.2.0.4	Y
Fhaspro	Y	Y	Y	Y	9.2.0.4	Y
HLANNAP002	Y	Y	N	N	Client	Y
HLANNAP006	Y	Y	N	N	Client	Y

2.6.3 Other Resources

The following other resources are also necessary: Access to the Oracle support site, access to the PeopleSoft customer connection, access to the PeopleSoft help desk, access to the Sun support site, access to the Quest help desk, and technical infrastructure support (server, network, etc.). FHA, HUD IT, and/or the HIIPS

contractor provide all these resources, and an assumption exists that these resources will continue to be provided through the current sources.

2.7 Acquisition Needs

The following sub-sections describe computing and other resource acquisition requirements to implement the various environments that are described above. They represent a join of the schedule and requirements information in the prior sections. Please reference the FHASL Infrastructure Capacity Requirements for detailed information relating to additional acquisition needs (J:\FHACOTS\10 Phase 3 - 2004\99 Contractor Specific\01 Technical Services\Deliverables).

2.7.1 Hardware

The hardware resources that need to be purchased are (for more information refer to the FHA Subsidiary Ledger Instance Requirements Document):

2.7.1.1 UNIX SERVERS

Additional server hardware must be purchased to support PeopleSoft Revenue Management. EDS is currently working with FHASL team management to determine requirements.

2.7.1.2 WINDOWS FILE SERVERS

Additional server hardware must be purchased to support PeopleSoft Revenue Management. EDS is currently working with FHASL team management to determine requirements.

2.7.1.3 WEB SERVERS

Additional server hardware must be purchased to support PeopleSoft Revenue Management. EDS is currently working with FHASL team management to determine requirements.

2.7.2 Software

Currently, there are no known new software acquisitions necessary.

2.7.3 Other Resources

There are no known other resources that are currently needed.

2.8 Acquisition Dependencies and Impacts

The acquisition of new resources is time dependent on the HUD procurement timeframe. There is a set procedure to follow when requesting any new resources, and the actual delivery of the resource is subject to this process. Any potential impacts must be determined and weighed for each individual acquisition attempt.

3.0 SUPPORT ACTIVITIES

3.0 SUPPORT ACTIVITIES

The FHA Subsidiary Ledger project requires multiple different types of activities to support the full range of development life-cycle activities.

3.1 Technical Infrastructure Support

The technical infrastructure for the project includes the network and networking components, developer and user workstations, the server hardware, the server operating system, and the relational database management system.

HUD's HIIPS contractor is the primary support provider for these basic technical components in the development, testing and production environments. The primary goals of the technical infrastructure support are ensuring that the hardware that supports the FHA Subsidiary Ledger project is working correctly and the correct software is loaded in each environment.

3.2 PeopleSoft Infrastructure Support

The PeopleSoft Infrastructure for the project includes the application server, the batch scheduler, and the PeopleSoft database.

The Technical Services contractor (Accenture) is the primary support provider for these higher-level technical components in both development and in production. The primary goals of this support are ensuring that the servers are always functional and configured correctly. Additionally, this support entails environment builds and refreshes for various project needs.

3.3 Production Support

Production Support for this project is focused on help desk (end-user) support. The HUD Help Desk (x3300) is providing help desk support for the FHA Subsidiary Ledger project in production. This help desk fields calls and forwards issues to the FHA Project Team for resolution.

Various team members will resolve end-user issues for FHA Subsidiary Ledger production support.